

Tab B Return on Investment Program Funding Application For FY 2011

Contact Information:

Funding to be requested (select only one):

☐ **Cross agency project**

☒ **Individual agency project**

Date:	8-24-11
Agency Name:	Department of Human Services – State Training School and Iowa Juvenile Home/Girls’ State Training School
Project Name:	Rite Track Software for Child, Family, Social Services
Agency Manager:	Karen Connell, Business Manager
Agency Manager Phone Number / E-Mail:	(641) 484-2560 x 215; kconnel@dhs.state.ia.us
Executive Sponsor (Agency Director or Designee):	Sally Titus, Deputy Director for Field Operations

Amount of Funding Requested: \$75,000

Section I: Project Description:

DHS was provided approximately \$108,000 ROI funds in FY11 for Phase 1 of a project to purchase and configure/customize the Rite Track software product for the State Training School for Boys and the Iowa Juvenile Home/Girls’ State Training School. That project is currently underway and scheduled to be completed and fully implemented sometime in the first quarter of calendar year 2012.

This request is for additional funds to complete Phase 2 of the project, which will provide additional functionality required by the institutions.

The State Training School for Boys and the Iowa Juvenile Home/Girls’ State Training School are the two facilities operated by the Department of Human Services to serve Iowa’s most-troubled youth. This project is to request funds for functions that could not be met in Phase 1 of the project. Phase 1 of the project involved the purchase of RiteTrack software, a data-reporting system for human service agencies. Currently, clinical monitoring and data tracking are completed without the benefit of an integrated software system.

From the JAD sessions held by RiteTrack with Eldora and Toledo business staff, it is evident based on the two hundred pages of detailed specifications that RiteTrack has prepared that the resulting system (Phase 1) will satisfy an initial core set of business needs. Funds available for Phase 1 however leave out critical functionality that is being done manually. Phase 2 functionality will seamlessly integrate with the system that will be delivered by RiteTrack in Phase 1.

The combined system from Phase 1 and 2 will enable the facilities to create very effective mechanisms for data integration, analysis, and reporting. Eldora and Toledo are also taking this opportunity to align common functions and processes so that solutions that are developed by RiteTrack can support both facilities in a large majority of cases.

Section II: Expected Results

RiteTrack is an information solution that will allow the juvenile facilities to track service needs of youth and monitor treatment outcomes. Corporately, the Department of Human Services will benefit from consistent processes in both facilities, common technology solutions and improved statistical reporting. The following functions have been incorporated into Phase 1 of the project. They include standard RiteTrack software functions as well as those customized for the facilities:

- ◆ Contact Information Tab(s)
- ◆ Customized Face Sheet Tab
- ◆ Documents Tab
- ◆ Notes Tab
- ◆ Admission (Admissions Vertical Control)
- ◆ Consents Vertical Control
- ◆ Assessments Vertical Control (and scoring forms)
- ◆ Events Vertical Control
- ◆ Custom Employee Tabs
- ◆ Discipline
- ◆ Logs
- ◆ Custom Organization Tabs

- ◆ Youth and Staff Injury Tracking and Reporting (Events/Outcomes Vertical Control)
- ◆ Physical and Mechanical Restraint Tracking and Reporting (Events/Outcomes Vertical Control)
- ◆ Seclusion Tracking and Reporting (Events/Outcomes Vertical Control)
- ◆ Cottage Logs (Organizations Log Tab)
- ◆ Reporting (Alerts)
- ◆ Suicide (Events/Outcomes Vertical Control)
- ◆ PDS Global Report
- ◆ Electronic Signatures

In addition, Handel Technologies will integrate the system into the State's EAA system and use the G360 repository that is a standard document management system in DHS.

There are some functions that cannot be handled in the initial phase and can only be automated and integrated into the solution in ***Phase 2 due to a lack of funds in Phase 1:***

- ◆ substance abuse
- ◆ some nursing events
- ◆ complete solution for restraint/seclusion
- ◆ employee certifications and discipline
- ◆ medications
- ◆ Interstate Compact
- ◆ Drill Dates
- ◆ Personal Search
- ◆ Student Grievance (Events/Outcomes Vertical Control)
- ◆ Notes Due (Eldora)
- ◆ Building Inventory (Eldora)
- ◆ Safety Inspection (Toledo)
- ◆ certain calendar events
- ◆ document search (in G360)
- ◆ facility reports
- ◆ data views for analysis and reporting

It is for these functions that funds are being requested so that a complete solution can be provided to the facilities.

Section III: Financial Analysis

The State will receive intangible benefits from the RiteTrack software implementation, such as:

- **Improved process efficiencies.** Through the use of **electronic signatures** in Phase 1 of the system, the Department of Human Services will see improved workflow in screens and forms being completed electronically to the end of the process, rather than having to print, sign, scan and upload forms.
- **Integrated processes.** There are processes that could not be implemented in Phase 1 due to insufficient funding, and the fact that electronic signatures were included as an essential technological solution for process efficiency.
- **Investment in improved and shared solutions for facility administration.** The continuous improvement in automation and integration of some remaining manual processes will allow the facilities to better serve citizens of Iowa. Each agency will share common functions and features while retaining essential differences in the overall solution.

Enclosure One, Financial Analysis Spreadsheet to Return on Investment (ROI) Program Funding Application					
Eldora & Toledo					
RiteTrack System					
Table One: Estimated Project Cost					
	FY13	FY14	FY15	FY16	FY17
Development and Implementation Costs	\$75,000	\$0	\$0	\$0	\$0
Recurring Costs (RiteTrack Maintenance Fees)	\$12,000	\$12,000	\$12,000	\$12,000	\$12,000
Total Costs	\$87,000	\$12,000	\$12,000	\$12,000	\$12,000
Table Two: Percentage of Costs From					
General Fund	12,000	12,000	12,000	12,000	12,000
Federal or other funding					
Pooled Technology Fund	75,000				
Table Three: Projected Reduction in Expense					
For Requesting Agency	\$0	\$0	\$0	\$0	\$0
For Other State Agencies	\$0	\$0	\$0	\$0	\$0
TOTAL Cost Reductions	\$0	\$0	\$0	\$0	\$0
Table Four: Calculated Estimated Return on Investment					
Total projected cost from table one	\$87,000	\$12,000	\$12,000	\$12,000	\$12,000
Total projected cost reductions from table three	\$0	\$0	\$0	\$0	\$0
Projected Net Benefit to the State of Iowa	-\$87,000	-\$12,000	-\$12,000	-\$12,000	-\$12,000

Section IV: Auditable Outcome Measures

1. Student and staff data should be in one media and format, and the intention is to automate capture and retention of such data. Phase 1 meets most of these needs, Phase 2 will complete them so that there is only one system to find such data – in RiteTrack. Hence, access to data will be accurate and timely.
2. Business processes are being tethered to automated solutions so that the result is cohesive and comprehensive
3. Standardized assessments and monitoring.
4. With automation of many processes, it is clear that staff will have time available to focus on students and not on administrative tasks such as filing and retrieval of paper. It is entirely possible that such efficiencies can be measured over time, with admissions staying constant or growing and budgets shrinking.
5. Data will be available for analysis and reporting, inclusive of the ability to respond to ad hoc queries. This capability does not exist today.
6. The initial ROI opportunity will be further enhanced with a complete solution for both facilities.